

Welcome to Supreme Appliances, Inc.

You are presently completing an internship and have been hired as an administrative assistant to support Amanda Quevedo, vice president of the Marketing Division. Your internship is a part-time job in which you will receive supervised practical training in the office technology field. The internship is closely related to your academic and career goals and will serve as a precursor to professional employment. You will be closely supervised by your mentor, Amanda Quevedo, in an apprenticeship-like relationship until you complete your internship. This internship provides you with academic credit as well as hourly pay. Ms. Quevedo will delegate tasks to be completed, supervise your work, and evaluate your performance. You have completed your orientation for interns and are beginning your first official day.

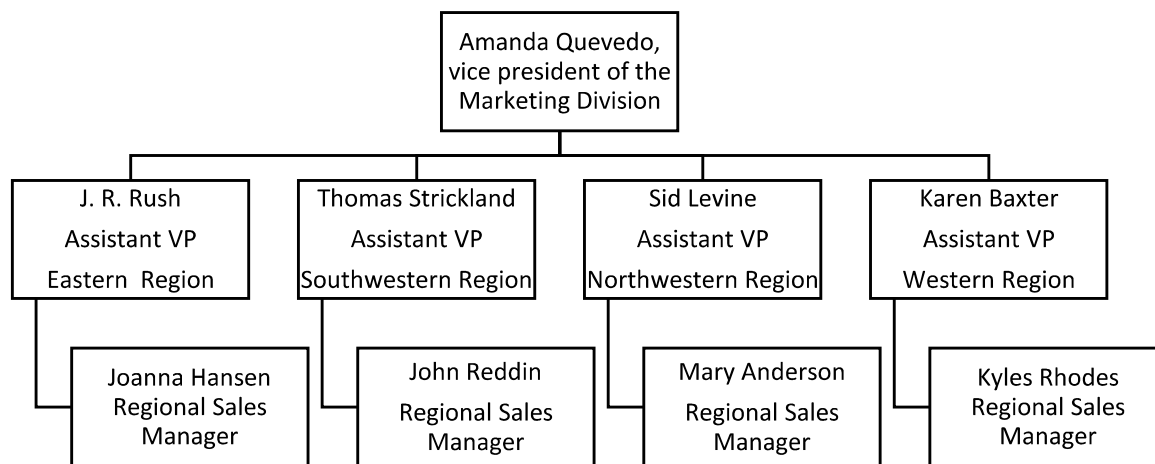
The assignments you receive will help you build skills that are similar to the ones you will face in today's office. At times you will be given assignments that will require you to use initiative or that may require clarification or additional information. Although employers notice employees using initiative, as an intern you will need to ask for additional information to complete the assignment. It's much better to ask for additional detail and complete the work accurately and in a timely manner than to complete a task and do it wrong and have to do it again.

Before you begin your tasks, note the following information about your company:

Supreme Appliances, Inc., sells both large and small home appliances. It also manufactures its own line of refrigerators, stoves, freezers, and dishwashers. Henry Phippen serves as president of Supreme Appliances, Inc., and his administrative assistant is Kirk Lawrence.

The company address is:
14 Shady Lane
Rochester, NY 14623

The marketing division measures and analyzes market potential and assists in short- and long-range forecasting. The division's organization chart is shown below.



From the chart, you can see the vice president supports divisions in four regions: Eastern, Southwestern, Northwestern, and Western. Each region is supported by a sales office. In addition to these regions, Supreme has two manufacturing plants.

Staff Managers

Yolanda Johnson, Advertising Manager

Beth Morgan, Marketing Research Manager

Assistant Vice Presidents of the Marketing Division

J. R. Rush, Eastern Region, extension 6534

Thomas Strickland, Southwestern Region, extension 6535

Sid Levine, Northwestern Region, extension 6536

Karen Baxter, Western Region, extension 6537

Most of the communications are with the four regional sales offices and the two manufacturing plants.

Managers of Regional Sales Offices

Joanna Hansen, Eastern Region,
85 Jefferson Street,
Boston, MA 02116-5508

John Reddin,
Southwestern Region,
1508 Commerce Street,
Dallas, TX 75201-4904

Mary Anderson,
Northwestern Region,
803 N.W. Everett Street,
Portland, OR 97209-3313

Kyle Rhodes, Western Region,
1400 Lincoln Street,
Denver, CO 80203-1523

Managers of Manufacturing Plants

Raymond Jones,
Southwestern Manufacturing Plant,
2600 W. Vickery Boulevard,
Fort Worth, TX 76102-7105

Eugene Harrison,
Western Manufacturing Plant,
3509 Mission Street,
San Francisco, CA 94110-5429

Your office uses a network system that connects all of the offices and plants. Therefore, you will be able to communicate with all the

appropriate personnel throughout the organization. Your job will entail prioritizing office tasks; composing letters and e-mails; processing incoming and outgoing mail; handling the telephone; planning meetings and conferences; welcoming visitors; keyboarding other documents, such as agendas and meeting notes; scheduling appointments; and making travel arrangements.

On occasion, you will be asked to assist the office support staff in other offices to help handle the workflow.

INTERNSHIP - SIMULATION (30%)

EMPLOYMENT PORTFOLIO

Complete each assignment

Filename	Chapter	Page	Description	Available Points	Format
C2-AP-E	2	83	Application 2-E: Stress Management & Team Building Seminars	30	Memo Format
	4	178	Task 4: Overcoming Time Management Problems	50	Report Format
C6-AP-A	6	264	Application 6-A: Writing a Thank-you Letter	25	Letterhead
C6-AP-B	6	264	Application 6-B: Writing a Request Letter	25	Letterhead
C6-AP-C	6	264	Application 6-C: Writing a Request Memorandum	25	Memo Format
C6-AP-E	6	265	Application 6-E: Writing an Informational Report	100	Business Report
C9-AP-C	9	397	Application 9-C: Completing a Payroll Register	100	Excel Spreadsheet
C11-AP-C	11	464	Application 11-C: Requesting a Travel Fund Advance	20	Form
	12	506	C12-AP-A : Sending Notices of Meetings	25	Draft (plain paper)
				400	